



Statement of Requirements

FINANCE, PROJECT MANAGEMENT, LEADERSHIP & MANAGEMENT APPRENTICESHIP TRAINING AND RELATED SERVICES

CONTRACT REFERENCE NUMBER: CCDE20A02

**UNDER DYNAMIC MARKETPLACE RM6102 - FOR
THE PROVISION OF APPRENTICESHIP TRAINING
AND RELATED SERVICES**

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DEFINITIONS

Apprentice	Means an individual undertaking an Apprenticeship.
Apprenticeship	An Apprenticeship is a job with an accompanying skills development programme. This includes the training and (where required) end-point assessment for an employee as part of a job with an accompanying skills development programme.
Apprenticeship Contracts	A series of work-related, vocational and professional qualifications, with workplace and classroom based training.
Apprenticeship Levy	The Apprenticeship Levy is a levy on UK employers to fund new Apprenticeships. In England, control of Apprenticeship funding is put in the hands of employers through the Apprenticeship Service. The Levy is charged at a rate of 0.5% of an employer's pay bill. Each employer receives an allowance of £15,000 to offset against their Levy payment.
Apprenticeship Standards	each standard covers a specific occupation and sets out the core skills, knowledge and behaviours an Apprentice will need; they are developed by employer groups known as 'trailblazers' https://www.gov.uk/government/collections/apprenticeship-standards
Apprenticeship Standard Review	Periodic review and update to an apprenticeship standard.
Awarding Bodies	Organisation recognised by one of the UK regulators Of equal (for England), CCEA (for Northern Ireland), Welsh Government (for Wales) and/or SQA (for Scotland).
Contract Notice	means the notice referred to in regulation 49 or where relevant regulation 75 (1) (a) set out the Public Contracts Regulation 2015.
CSL	Civil Service Learning
Digital Apprenticeship Account (DAA)	The area in the Apprenticeship Service where employers can manage their funding and Apprentices, view their account balance and plan their spending.
Digital Apprenticeship Service (DAS)	has the meaning as set out in Section 3 Background to the Requirement paragraph 3.3 .
Education and Skills Funding Agency (ESFA)	ESFA is an executive agency, sponsored by the Department of Education and is accountable for funding education and training for children, young people and adults.
End Point Assessment (EPA)	An End Point Assessment (EPA) is the final stage that an Apprentice must go through before they can complete their Apprenticeship.
Freedom of Information (FOI) request	A request for recorded information held by public sector organisations.
Gateway	These are requirements set out in the assessment plan that must be met by the Apprentice prior to undertaking End Point Assessment of the Apprenticeship Standard. They include the completion of English and maths qualifications (where applicable) and completion of any on programme mandatory qualifications (where applicable) along with satisfactory evidence (as determined by the employer, in consultation with the training provider) that the Apprentice has achieved the necessary knowledge, skills and behaviours set out in the standard.
Government Digital Service Standard 10	A set of criteria used by the public sector and the Government Digital Service to check whether a service is good enough for public use.
Government Security Classification Policy	A system for classifying sensitive government data in the United Kingdom.

Higher and Degree Apprenticeships	An Apprenticeship where the main learning is at level 4 or above (including higher education qualifications).
Higher Education Institutions	Any provider which is one or more of the following: a UK university; a higher education corporation; a designated institution.
Implementation Manager	The person responsible for implementing all mandatory requirements of the contract and any resultant Service Request Order Form Agreements set out in Attachment 8 Service Request Order Form template.
Independent Learning Plan	Outlines a programme of learning agreed between the Organisation, Supplier and the Apprentice.
Individual Learning Plan	Sets out how the Apprenticeship Standard or Contract will be achieved for each Apprentice. It outlines a programme of learning agreed between the employer, Training Provider and the Apprentice.
Individual Learner Record	Is the primary data collection about further education and work-based learning in England. ILR data is collected from providers that are in receipt of funding from the Education and Skills Funding Agency.
Information, Advice and Guidance (IAG)	set out in Section 13 Apprentice Service Delivery Requirements Paragraph 13.5.
Mandatory Requirements	Mandatory Requirements are the minimum deliverables that a Supplier shall fulfil in their entirety in order to meet the requirements of this Contract.
National Security Vetting	A system that applies to all those people who by the course of their employment have access to sensitive government assets.
Parliamentary Questions (PQs)	A means used by Members of Parliament to ensure the Government is accountable to the Parliament for its policies and actions and, through the Parliament, to the people. Questions are used by members on both sides of the House to ask, on behalf of the constituents they represent, a Minister about matters of concern relating to Government policy within a Minister's portfolio.
Quality Assurance Agency (QAA)	The independent body that checks on standards and quality in UK higher education.
Register of Apprentice Assessment Organisations (RoAAO)	A list of organisations that have been assessed as being suitable to conduct independent end-point assessment of Apprentices and be in receipt of public funds.
Register of Apprenticeship Training Providers (RoATP)	The register of Apprenticeship Training Providers shows the organisations that are approved to deliver Apprenticeship training to employers using the Apprenticeship service.
SASE Contracts	Specifications for Apprenticeship Standards in England.
Security Check (SC Clearance)	SC clearance determines that a person's character and personal circumstances are such that they can be trusted to work in a position which may involve access to 'secret' information.
Supplier	means the Supplier with whom the Customer has concluded a Contract.
Suppliers Learning Management System (LMS)	The software application for the administration, documentation, tracking, reporting and delivery of apprenticeship training programs.
United Kingdom (UK)	United Kingdom, including Northern Ireland, Scotland and Wales (including Scilly Isles and Scottish Highlands and Islands).
Web Content Accessibility Guidelines	Defines how to make Web content more accessible to people with disabilities.

Finance, Project Management, Leadership & Management Apprenticeship Training and Related Services contract

Contract Reference number – CCDE20A02

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5 November 2020

1. INTRODUCTION

- 1.1 The Cabinet Office (the Customer) is looking for a Sole Supplier to deliver the Finance, Project Management, Leadership & Management Apprenticeship Training and Related Services through Crown Commercial Services Dynamic marketplace (DMP) to Civil Service departments under this Contract.
- 1.2 The duration of the Contract will be one (1) year with the right to extend for up to one successive period of 12 months at the option of the Customer.
- 1.3 The Services required under this Contract and all standards set out in this Schedule may be refined (to the extent permitted and set out in Dynamic Marketplace Agreement (DMP) Contract Schedule 5 (Call For Competition procedure) by Cabinet Office.
- 1.4 The Contract is structured to offer Civil Service departments flexibility and choice. It will be a matter of judgment for the Civil Service departments to decide which particular programmes are most appropriate to meet their specific requirements and best deliver their business needs.
- 1.5 This Contract shall be managed centrally by the Customer along with the all Service Request Order Forms associated with this contract however Civil Service departments may request to manage / have significant input into the management of their own Service Request Order Forms associated with this contract as set out in Attachment 8 Service Request Order Form template.
- 1.6 The Customer does not warrant that each Civil Service departments will always use the Contract to purchase the services or enter into a Contract.
- 1.7 Nothing herein is intended nor shall be construed as creating any exclusive arrangement with the Supplier. This Contract shall not restrict Civil Service departments from acquiring similar services from other entities or sources.
- 1.8 No guarantee is given by the Customer in respect of the levels or aggregate value of the Services, which Civil Service departments shall require the Supplier to provide during the Contract Period. Any levels or aggregate values of Services referred to in the Schedules are indicative only and shall not be binding on the Customer.
- 1.9 The Customer reserves the right to amend Services on an ongoing basis, subject to agreement with the Professions and Apprenticeship Strategy and Delivery team, as part of the continuous improvement of the service offering.

2. CIVIL SERVICE DEPARTMENTS

- 2.1 The Contract will be available for use by those described in Annex 1 (Civil Service Departments) and any future successors to these organisations.
- 2.2 Civil Service departments that are funded by public money are at the front-line of public service delivery and under scrutiny to ensure they provide value for money and support the delivery of excellent public service. To do this it is important they have access to the right quality Apprenticeship Training and Related Services that align to their strategic goals and core purpose.
- 2.3 This Contract has been established to support public sector organisations in achieving their goals and targets by delivering a service that is set-up to source the best quality Apprenticeship training on the market in a cost effective, sustainable way.

3. BACKGROUND TO THE REQUIREMENT

- 3.1 The Cabinet Office is working in collaboration with Civil Service departments to create a Contract with selected Education and Skills Funding Agency-registered apprenticeship

training providers that supports public and third sector bodies to access training and apprenticeship services that meet UK standards.

- 3.2 In May 2017 the system for the funding and procurement of apprenticeship training changed with the introduction of the Apprenticeship Levy, which requires public sector employers with a pay bill over £3 million each year to make an investment in apprenticeships (0.5% of their annual pay bill).
- 3.3 Employers access the funds through a Digital Apprenticeship Account (DAA) controlled by the Education and Skills Funding Agency (ESFA). The DAA is hosted on a system known as the digital Apprenticeship Service (AS). Each levy-paying employer has a virtual account equivalent in value to its contribution, minus an amount equivalent to the notional contribution for its employees that live in Scotland, Wales and Northern Ireland, plus a government top-up of 10%.
- 3.4 Funds in the Digital Account can only be used to cover the cost of apprenticeship training and end point assessment for apprenticeships undertaken in England. To access the funds employers will need to show, through the AS, that it has a contract for the delivery of a recognised apprenticeship, by a registered provider. For these purposes a registered provider is a training provider that appears on the ESFA Register of Apprenticeship Training Providers (RoATP).
- 3.5 Employers will inform the ESFA (through the Apprenticeship Standard) who their Apprentices are; the Training Provider will tell the ESFA who it is training for that particular employer. On the strength of this information the ESFA will then pay the Training Provider and subtract the relevant amount from the employer's DAA.
- 3.6 The Public Sector apprenticeship targets equate to 2.3% of starts each year based on the headcount of employees working for a body in England. This applies to public bodies with 250 or more employees.
- 3.7 Cabinet office is acting on behalf of government departments to procure high quality Apprenticeship training and related services, which offer good value. Consistency of learning across all formats of learning is a priority for the Civil Service, to this end the Supplier shall be expected to work with all suppliers who provide learning to the Civil Service to make sure there is consistency of models used, so as to ensure that if an Apprentice is undertaking core curriculum learning or Apprenticeship training, they receive the same messages.
- 3.8 All Service Request Order Forms entered into under this Contract Agreement may be put in place by Cabinet Office as the Customer on behalf of departments, functions and professions or directly by departments, functions and professions.

4. THE REQUIRED SERVICES

- 4.1 The Supplier shall be required to provide expertise in the development of Civil Service departments Apprentice scheme. The service provision will include:
 - Providing advice and guidance to ensure compliance with the government Apprenticeship Levy, and any amendments made by ESFA during the lifetime of this contract;
 - The development, management, administration and delivery of a training curriculum that will lead to the award of an Apprenticeship related standard and/or qualification;
 - Ensuring robust, consistent and appropriate training processes are in place to support the development of Apprenticeships across the organisation;
 - The provision of an Individual Learner Record (ILR), a compliant online portal which allows for multiple levels of access, to enable authorised users (e.g.

Apprentices, Civil Service departments line managers, employers, Cabinet Office, as appropriate), to log the progress of the training and development of the Apprentice throughout the scheme (Individual Learner Record); and

- An End Point Assessment (EPA) process that will lead to the award of a certificate of Apprenticeship by a third party certification body which shall be a registered provider that appears on the ESFA RoATP.

- 4.2 The Supplier shall have the capability to support Civil Service departments, as and when required, with the sourcing, selection and assessment, recruitment and administration of the Apprentices; including drafting job descriptions, attracting candidates, skills screening, long-listing and shortlisting, interview scheduling and references.
- 4.3 The Supplier shall have the capacity within its business and processes to fully meet the requirements at the anticipated volumes referred to throughout this specification from the Contract commencement date. There is no guarantee as to the volume of Apprentices to be processed, or the number of Civil Service departments who will use this Contract.
- 4.4 The Supplier shall have the flexibility and scalability to be able to work with all Civil Service departments, even during periods of peak demand and regardless of size and value; whilst maintaining a high level of service delivery.
- 4.5 The Supplier shall support the future-proofing of the Contract through the flexibility to add new Apprenticeships Standards that are developed and published within the scope of the Contract throughout the duration of the Contract and to flex their delivery to meet any changes to funding bands for particular standards.

5. DESCRIPTION OF PROGRAMMES

- 5.1 This Contract covers the following Apprenticeship Standards for Finance, Project Management, Leadership & Management Apprenticeship that are approved for delivery and published. This includes any new Apprenticeship Standards that are delivered and published providing they fall within the broad heading of the below three standards.

Apprenticeship Training and Related Services	
Project Management	Associate Project Manager - ST0310 - Level 4. Apprenticeship Standard link: https://www.instituteforapprenticeships.org/apprenticeship-standards/associate-project-manager-v1-3
Leadership and Management	Team Leader and Supervisor - ST0384 - Level 3. Apprenticeship Standard link: https://www.instituteforapprenticeships.org/apprenticeship-standards/team-leader-and-supervisor/
	Operations and Departmental manager - ST0385 - Level 5. Apprenticeship Standard link: https://www.instituteforapprenticeships.org/apprenticeship-standards/operations-and-departmental-manager/
Finance	Assistant Accountant - ST0002 - Level 3. Essential Finance awarding bodies: AAT. Apprenticeship Standard link: https://www.instituteforapprenticeships.org/apprenticeship-standards/assistant-accountant-v1-0
	Accounting Technician- ST0003 - Level 4. Essential Finance awarding bodies: AAT, ACCA, CIMA, ICAEW. Apprenticeship Standard link: https://www.instituteforapprenticeships.org/apprenticeship-standards/professional-accounting-or-taxation-technician-v1-0
	Professional Accountant - ST0001 - Level 7. Essential Finance awarding bodies: ACCA, CIMA, ICAEW. Apprenticeship Standard link: https://www.instituteforapprenticeships.org/apprenticeship-standards/accountancy-or-taxation-professional-v1-0

6. ADDITIONAL SERVICES

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- 6.1 This section describes the non-mandatory additional service requirement that the Supplier may fulfil as part of the delivery of the Contract.
- 6.2 The Supplier shall be flexible in providing any relevant additional services that fall within the scope of the requirements of the Contract and which Civil Service departments may require to deliver their Apprenticeships schemes.
- 6.3 The additional services shall include, but not limited to the following:
- Enrolment, induction, prior assessment, initial diagnostic testing or similar activity.
 - Off-the-job training delivered only by distance learning, although the Supplier may include online and other blended learning activity as part of the delivery of an Apprenticeship.
 - Any training, optional modules, educational trips or trips to professional events in excess of those required to meet the knowledge, skills and behaviours of the Apprenticeship standard. This includes training solely and specifically required for a licence to practice.
 - Registration and examination (including certification) costs associated with a licence to practise. This applies even where a licence is specified in the Apprenticeship Standard and assessment plan.
 - Registration and examination, including certification costs, for non-mandatory qualifications (qualifications that are not specifically listed in the standard).
- 6.4 Full details of the precise details of any additional service(s) required, will be given by the Civil Service Department on the Service Request Order Form to enable agreement of any associated costs.

7. ESTIMATED ANNUAL VOLUMES

- 7.1 This section provides indicative estimated annual volumes of assessments for Central Government departments throughout the duration of this Contract. The customer provides no guarantees in respect of the estimates, as follows:

Lot	Level and Standard	Estimated Annual Volumes
Associate Project Manager	ST0310 - Level 4	34
Team leader and Supervisor	ST0384 - Level 3	143
Operations and Departmental manager	ST0385 - Level 5	96
Assistant Accountant	ST0002 - Level 3	27
Accounting Technician	ST0003 - Level 4	36
Professional Accountant	ST0001 - Level 7	79

- 7.2 The Supplier shall be able to deal with large volumes immediately from the Contract commencement date and shall have capacity to enrol, contact and allocate a programme tutor at the point of receipt.

8. LOCATIONS

- 8.1 The paragraph describes the coverage of the service provision.
- 8.2 The requirement is a UK wide service provision, either directly by the Supplier, or with the assistance of training providers sub-contracting to the main Training Provider, Full details of the precise details of any additional service(s) required, will be given by the Civil Service departments in the Service Request Order form.
- 8.3 There may be some requirements for overseas services, and the Supplier shall ensure they are able to meet those requirements fully throughout the duration of the Contract.
- 8.4 The Supplier shall be required to deliver training and manage the funding administration in accordance with the funding rules within the devolved administrations, either directly, or through Training Providers registered in the devolved administration.
- 8.5 The Supply shall offer a varied method of the training delivery depending on the type of Apprenticeship and the Civil Service departments requirements, this shall include digital, fully flexible models of support, face-to-face teaching in regional centres or on government estate, workplace learning, classroom, workshops, and action learning sets or a combination. Full details of the precise details of any additional service(s) required, will be given by the Civil Service departments in the Service Request Order forms.
- 8.6 Where there is face-to-face learning, the Supplier shall adhere to ensure Apprentices do not have to travel more than 2 hours, unless otherwise agreed exceptionally with the Customer. Both the Supplier and the Customer will need to consider the latest Government Guidance as it relates to the COVID-19 crisis and travel and agree the most appropriate solution for face to face learning where there is a potential impact.

9. MANDATORY SERVICE REQUIREMENTS

- 9.1 This section provides details of the mandatory requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the service delivery requirements of this Contract. It is important that Suppliers take time to fully understand this important part of the service delivery requirement. All mandatory requirements (a to m) shall be required to commence from the implementation of the Contract with the Civil Service departments and subsequent Service Request Order Forms associated with the Contract.
 - a) Implementation Requirements
 - b) Statutory Requirements
 - c) Quality and Service Delivery Requirements
 - d) Apprentice Service Delivery Requirements
 - e) Marketing, Supplier Communications, Customer Experience and Insight Requirements
 - f) Digital Requirements
 - g) End Point Assessment (EPA) Requirements
 - h) Confidentiality Agreement Requirements
 - i) Account Management Requirements
 - j) Customer Support Service Requirements
 - k) Complaints Handling Requirements
 - l) Funding, Invoicing and Payment Requirements
 - m) Management information and data reporting requirements

10. IMPLEMENTATION REQUIREMENTS

- 10.1 This section describes the mandatory implementation requirements the Supplier shall fulfil as part of the delivery of the Contract.
- 10.2 Civil Service departments have differing implementation timescales based on the volume of their requirements. Full details of the precise timings of implementation

service(s) required will be given by the Civil Service departments on Service Request Order Forms to enable agreement between both parties.

- 10.3 The Supplier shall provide a named Implementation Manager(s) to the Civil Service departments prior to contract, or Service Request Order Forms associated with the contract commencement date.
- 10.4 The Supplier shall work with Civil Service departments during mobilisation to instigate an implementation plan. During implementation of the plan and whilst setting up operations, the Supplier shall be required to provide a mechanism to demonstrate a full understanding of the requirement and the ability to deliver the service provision within agreed timescales.
- 10.5 The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that Service Levels for Civil Service Departments, as defined in Schedule 2 Annex 3 of Attachment 5, (Civil Service departments) are not compromised, particularly during times of peak demand.

11. STATUTORY REQUIREMENTS

- 11.1 This section describes the mandatory statutory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Contract.
- 11.2 The Supplier shall be registered on the Education and Skills Funding Agency (ESFA) Register of Apprenticeship Training Providers (RoATP) via the main application route and shall deliver the services in accordance with Apprenticeship funding and performance-management rules for Training Providers. Further information can be found at: <https://www.gov.uk/guidance/apprenticeship-funding-rules>
- 11.3 The Supplier shall have in place a financial strategy that is simple, clear and in line with Department for Education (formerly BIS/ESFA) funding rules. The full DfE rules can be found at: [apprenticeship-funding-from-may-2017](https://www.gov.uk/guidance/apprenticeship-funding-from-may-2017)

The Supplier, in agreement with the Civil Service departments, shall select an organisation to deliver the End Point Assessment (EPA) (from the Register of Apprentice Assessment Organisations (RoAAO)). The list can be found at:

<https://www.gov.uk/guidance/register-of-end-point-assessment-organisations>

- 11.4 Without prejudice to the generality of Clause 36.1 (Compliance with Law), set out in Dynamic Marketplace Agreement (DMP), the Supplier shall comply with, and consent in writing to audits in respect of, all current and future applicable aspects of relevant legislation, including but not limited to:

- Data Protection Act 1998
<http://www.legislation.gov.uk/ukpga/1998/29/contents>
- Human Rights Act 1998
<http://www.legislation.gov.uk/ukpga/1998/42/contents>
- Freedom of Information Act 2000
<http://www.legislation.gov.uk/ukpga/2000/36/contents>
- The Welsh Language Act 1993 & Measures 2011
<http://www.legislation.gov.uk/ukpga/1993/38/contents>
<http://www.legislation.gov.uk/mwa/2011/1/contents/enacted>
- Safeguarding Vulnerable Groups Act 2006

- Employment Rights Act 2002

<http://www.legislation.gov.uk/ukpga/2002/22>

- Equality Act 2010

<http://www.legislation.gov.uk/ukpga/2010/15/contents>

- Public Sector Equality Duty (2011) compliance

<https://www.equalityhumanrights.com/en/advice-and-guidance/public-sector-equality-duty>

12. QUALITY AND SERVICE DELIVERY REQUIREMENTS

12.1 This section describes the service delivery requirements that the Supplier shall fulfil as part of the delivery of the Contract.

12.2 The Supplier shall have upon commencement of the Contract, and retain throughout the Contract Period, either:

12.2.1 Ofsted Grade 1 or Grade 2 'overall effectiveness' quality standards as specified in the Common Inspection Framework through (in order of preference): Ofsted inspections, or externally moderated Self-Assessment Reports or External Verification reports from Awarding Bodies. OR

12.2.2 Ofsted Grade 3 'Overall Effectiveness' and 'Grade 1 or Grade 2 'effectiveness of Apprenticeship provision' as set out in the Ofsted Rating table as follows:

Ofsted Ratings	Description
1.	Outstanding
2.	Good
3.	Requires Improvement
4.	Inadequate

12.2.3 Higher Education Institutions must be operating successfully under the formal recognised Quality Assurance Agency for higher education (QAA) arrangements, awarding body and professional body membership.

12.3 The Supplier shall notify the Customer immediately if they fall below the mandatory Ofsted grade requirements and or when they fail to comply with the QAA arrangements.

12.4 The Supplier shall allow sufficient flexibility in the delivery model to respond to changes made to the Apprenticeship Levy regulations and banding and the periodic Apprenticeship Standard Reviews.

12.5 The Supplier shall work in partnership with Civil Service departments to ensure that robust, consistent and appropriate management, training and administrative processes are in place to support the development and delivery of Apprenticeships programmes across the organisation.

12.6 The Supplier shall develop and deliver high quality training throughout the duration of the Apprenticeship programme. This will include, and shall not be limited to, all elements defined in the published Apprenticeship Standards covering the relevant knowledge, skills, personal behaviours, competence, functional skills, safeguarding and Prevent training, employment rights and responsibilities and personal learning and thinking skills.

- 12.7 The Supplier shall ensure that the training programme content is relevant, technically accurate, engaging and up-to-date and is regularly refreshed to align with any changes to the Apprenticeship Standards.
- 12.8 The Supplier shall maintain the flexibility to bespoke, contextualise and/or package the Apprenticeship learning to suit the specific needs of the Apprentice and meet with Civil Service departments requirements. In all cases the integrity of the learning outcome to the relevant standard shall be maintained.
- 12.9 The Supplier shall provide a consistent Apprentice learning experience to Civil Service departments and devolved administrations, which will include mapping the provision to ensure all Apprentices are receiving the same quality of training.
- 12.10 The Supplier shall provide a dedicated Apprenticeship co-ordinator supported by a learner tracking system, as a mandatory minimum for each of the programmes.
- 12.11 The Supplier shall maintain Individual Learner Records (ILR) that comply with the Education and Skills Funding Agency requirements.
- 12.12 The Supplier shall have in place a clear process and schedule for the payment of each element of the Apprenticeship and End Point Assessment (EPA).
- 12.13 The Supplier shall provide an overview detailing the following, at the commencement of the Contract:
- end to end process for the Apprenticeship pathway; and
 - roles and responsibilities of the Supplier; and
 - roles and responsibilities of the Civil Service Departments.
- 12.14 The Supplier shall effectively market Apprenticeships, in accordance with Civil Service departments needs and aligned to their marketing strategies, so as to ensure that target volumes are delivered.

13. APPRENTICE SERVICE DELIVERY REQUIREMENTS

- 13.1 This section describes the mandatory Apprentice service delivery requirements that the Supplier shall fulfil in as part of the delivery of the Contract.
- 13.2 The Supplier shall ensure all Civil Service departments supporting Apprentices are provided the relevant learning and a period of consolidation / observation to assure competence.
- 13.3 The Supplier shall carry out a full, robust initial assessment to ensure that Apprentices are on the right programme and at the right level for Apprentice. The Supplier shall consult with the Civil Service departments if they deem an Apprentice is not suitable for the programme and both parties will agree whether the onboarding should continue.
- 13.4 The Supplier shall identify relevant needs for reasonable adjustment at the point of application for the Apprenticeship. The Civil Service departments will have responsibility for meeting these needs in the workplace.
- 13.5 The Supplier shall provide a detailed timetable of support, including Information, Advice and Guidance (IAG) for each Apprentice setting out a plan for each individual Apprenticeship pathway. The Supplier shall ensure IAG continues throughout the Apprenticeship programme to help keep the Apprentice on track and aware of what they need to do to progress.
- 13.6 The Supplier shall deliver a face to face induction for Apprentices and line managers within the first week of the Apprenticeship and register all Apprentices for their Apprenticeship and qualifications and provide each with an Independent Learning Plan in line with DfE (BIS/ESFA) guidance and rules. Where face-to-face delivery is not

appropriate, for example health and safety issues or the latest Government Guidance as it relates the COVID-19 crisis, virtual / remote inductions can be discussed with Civil Service Departments.

- 13.7 The Supplier shall allocate specific support to each Apprentice, in the form of a programme tutor, from enrolment on the Apprenticeship through to End Point Assessment (EPA) qualification. The Supplier shall have in place a process to ensure the consistency and the quality of the line manager support provided.
- 13.8 The Supplier shall ensure that coaches, programme tutors and trainers demonstrate a high level of competence, relevant experience of the Apprenticeship programme requirements and that their Apprenticeship subject area knowledge is kept up-to-date.
- 13.9 The Supplier shall ensure all coaches have a professional qualification and a minimum of 2 years' experience in a role related to the Apprenticeship subject area and can provide Civil Service departments with the relevant curriculum vitae as evidence.
- 13.10 The Supplier shall provide training and consolidation for all programme tutors to ensure consistency of approach and knowledge levels.
- 13.11 The Supplier shall have in place an effective quality assurance process, which includes monitoring and reviewing coach, programme tutor and trainer performance.
- 13.12 The Supplier shall conduct interim and formal progress reviews with the Apprentice and with input from trainers, assessors and Civil Service departments employers, this shall not be limited to;
- Organising a schedule of regular progress review meetings. The format and frequency of reviews will be agreed with the Civil Service Departments;
 - Involving the Apprentice and the workplace supervisor in the reviews;
 - Identifying progress for learning aims – both to date and between reviews;
 - Reflecting on and recording progress made towards the Apprentice's learning goals;
 - Reviewing the Apprentice's Individual Learning Plan and monitoring the achievement of agreed milestones;
 - Agreeing and recording actions and targets between reviews;
 - Monitoring and tracking the Apprentice's progress to ensure they are meeting their targets and identify at an early stage those Apprentices requiring additional support and amending the training plan accordingly;
 - Ensuring the workplace supervisor is involved throughout the Apprentice learner journey and the assessment of the Apprentice suitability for entry into the 'Gateway';
 - Assessing that an Apprentice has reached the 'Gateway' and determine the Apprentice's readiness for the End Point Assessment (EPA); and
 - Ensuring the Apprentice and the workplace supervisor have a copy of the record of the reviews.
- 13.13 The Supplier shall oversee the process of moving Apprentices between Civil Service departments departmental postings where necessary.
- 13.14 The supplier shall not remove any apprentice from programme without the direct written consent of the Civil Service departments. If written consent is not received within 7 working days, the supplier can consider removal and inform the Civil Service departments that the apprentice will be removed unless the Civil Service departments replies within 48 hours stating they do not wish the apprentice to be removed. The Supplier will have the final decision on whether the Supplier can remove an individual apprentice from programme.

14. MARKETING, SUPPLIER COMMUNICATIONS, CUSTOMER EXPERIENCE AND INSIGHT REQUIREMENTS

- 14.1 This section describes the mandatory marketing, supplier communications, customer experience and insight requirements that the Supplier shall be obligated to fulfil as part of the delivery of this contract.
- 14.2 The Supplier shall provide appropriately skilled communications resource to:
 - 14.2.1 Maintain active communications with all those working within the Supplier's organisation and supply chain and to ensure all parties are kept up to date with developments.
 - 14.2.2 Ensure regular co-ordination of communications with the Civil Service Department and other delivery partners working for the Civil Service Department.
 - 14.2.3 The Supplier shall provide appropriately skilled support to work with the Civil Service Department to provide a reactive media service where required.
- 14.3 The Supplier shall provide appropriately skilled marketing and insight resource to do the following:
 - 14.3.1 provide a range of formal and informal feedback mechanisms to evaluate both the employer and Apprentice satisfaction levels, so as to measure the success of the programme and the experiences of the Apprentices
 - 14.3.2 use the employer and Apprentice feedback to reflect back on future programmes to enable continuous improvement in the Apprenticeship programme.
 - 14.3.2 Ensure consistent application of branding, including visual identity and maintaining the Civil Service Department style and tone of voice (or development of alternative branding approaches for different customer groups, e.g. SCS, as required). This should be applied to all course materials, customer communications, classroom signage and IT.
- 14.4 The Supplier shall ensure that neither it, nor any of its Sub Contractors, embarrasses the Customer or otherwise brings the Customer into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in the Customer, regardless of whether or not such act or omission is related to the Supplier's obligations under this Contract.
- 14.5 The Supplier shall have in place a robust strategy to ensure quality and consistency throughout the support and assessment of the Apprenticeships. This will include the delivery of a fully supported digital Apprenticeship utilising web-based content, Civil Service Departments departmental communication systems, telephone and email.

15. DIGITAL DELIVERY REQUIREMENTS

- 15.1 This section describes the mandatory digital delivery requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Contract.
- 15.2 The Supplier shall deliver a digital, fully flexible model of support to Apprentices to develop and improve their skills and abilities to enable them to meet the Apprenticeship Standard within the terms of their Apprenticeship agreement.
- 15.3 Good practice to use or conform to gov design pattern set out within the Government Service manual <https://www.gov.uk/service-manual> and which follows the Design system <https://design-system.service.gov.uk/>.

- 15.4 The Service manual is available to help create and run great public services that meet the Government Service Standard <https://www.gov.uk/service-manual/service-standard>.
- 15.5 The Supplier shall also ensure that the digital 'online' Apprenticeship system build meets the Digital by Default Service Standard, details of which can be found at: <https://www.gov.uk/service-manual/digital-by-default>
- 15.6 The Supplier will ensure that any training is compatible with IT standards of Government departments as specified in the Government Digital Service Standard 10 (or any successor standard).
- 15.7 The Supplier shall ensure to meet Government accessibility guidelines. As well as Code and content meet WCAG level AA (all A and AA requirements as laid out in <https://webaim.org/standards/wcag/checklist>).
- 15.8 The Supplier shall work with Contacting Authorities to ensure the user experience for Apprenticeship learning feels seamless. Once the Apprenticeship has started, the Apprentice may access their learning via the Suppliers Learning Management System (LMS), which will be required to be compatible with Civil Service Departments (Civil Service departments) IT systems.
- 15.9 The Supplier shall ensure that their LMS can be modified to meet the specific Information Technology (IT) requirements of individual Civil Service Departments. Details shall be defined within a Civil Service Departments (Civil Service departments)'s Service Request Order Form, established under this Contract.
- 15.10 The Customer recognises that it needs to ensure that its ICT products and services can be used by everyone (who is designated as an authorised user), whether Civil Service Departments (Civil Service departments) internal staff or external customers from a population of the widest range of characteristics and capabilities.
- 15.11 In order to achieve this, the Customer has adopted the European Standard 'EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe' (which includes extending the Web Content Accessibility Guidelines 2.0, success criterion AA (WCAG v2 AA) to non-web systems) as the minimum accessibility standard.
- 15.12 The Supplier shall not be required to achieve the EN301 549 standard, however the LMS system must have functionality to meet key accessibility elements of the standard and this must be evidenced to the Customer. This may need to be achieved through the use of hardware and/or software being added or connected to a system that increases accessibility for an individual.

16. END POINT ASSESSMENT (EPA) REQUIREMENTS

- 16.1 This section describes the mandatory End Point Assessment (EPA) requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Contract.
- 16.2 The Supplier, in agreement with the Civil Service Departments (Civil Service departments), shall select an organisation to deliver the End Point Assessment (EPA (from the Register of end-point assessment organisations)). The list can be found at: <https://www.gov.uk/government/publications/using-the-register-of-apprentice-assessment-organisations>
- 16.3 The Supplier shall ensure that the registered assessment organisation and the assessor is independent of, and separate from, the training provided by the Supplier and Civil Service Departments (Civil Service departments) employer.
- 16.4 The Supplier shall ensure the Apprentice undergoes an EPA at the very end of the on-programme phase of training when the Civil Service Departments (Civil Service

departments) employer and Supplier are satisfied that they have met the “Gateway” criteria to undertake the assessment.

- 16.5 The Supplier shall ensure the EPA is conducted in accordance with the requirements set out in the assessment plan that accompanies each Apprenticeship Standard.
- 16.6 The Supplier shall ensure transparency around costs and Service Level agreements for the touch points in the EPA pathway. This will include a full library of products and the timeline and process for issuing. This library will include, but is not limited to, the following:
- an induction programme;
 - an Apprentice handbook;
 - a line manager guide;
 - a detailed summary of the delivery model;
 - a detailed summary of the Apprenticeship learner journey process;
 - a detailed summary of the costing model; and
 - a detailed summary of the payment process
- 16.7 The Supplier shall provide a robust assessment process for assessment of the Apprenticeship Standard and any related qualifications and this shall include but is not limited to, the following:
- Defining the cost of the End Point Assessment (this will clarify what proportion of overall costs are charged by the Training Provider for their services and the End Point Assessment respectively);
 - Providing assessment criteria/guidance at the start of the Apprenticeship for Apprentices and line managers to work with;
 - Providing training to ensure quality, standardisation and consistency for all End Point Assessment (EPA) panel members;
 - Giving the Apprentice at least one month advance notification of their assessment appointment, to enable them to prepare;
 - Assessing all individuals who have embarked on their Apprenticeship no later than 8 weeks from the end of their Apprenticeship period;
 - Conducting the assessment in the most appropriate location, as agreed with the Civil Service Departments. This includes, but not limited to, at Apprentices ‘home’ office location (or region), nearest accredited assessment centre, online assessment;
 - Wherever possible undertake multiple assessments in a single day in order to maximise delivery and minimise costs;
 - Notifying outcomes of the assessment in one of the following categories: Pass, Merit, Distinction, or Fail, by applying the criteria for each category as set out in the standards document;
 - Conveying the overall markings to individuals as a % rating, in addition to the category above;
 - Providing a meaningful written narrative containing detailed feedback for each assessment, which will be provided to both the Apprentice and their Line Manager within one week of the assessment taking place. The feedback must indicate any areas that need to be addressed by individuals who fall into the Fail category; and

- Allowing flexibility for any adjustments in the assessment standards and for these to be reflected in the assessment process itself should that standard change for any reason.

17. CONFIDENTIALITY AGREEMENT REQUIREMENTS

- 17.1 This section describes the confidentiality mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Contract.
- 17.2 The Supplier shall ensure that each of its employees and subcontractors are briefed on organisational security procedures and the provisions of the Official Secrets Act 1989 and are required to sign a Confidentiality Agreement that affirms that they understand the provisions of the Official Secrets Act and the consequences of a breach of it. This will be supplied following notification of award of the Contract and shall be signed on an individual basis prior to any work being undertaken. Suppliers' employees and subcontractors must not disclose any privileged information they may come across in the course of their work.
- 17.3 The Supplier shall ensure that line managers maintain the standards of security expected and brief employees about the protection of assets and processes under their control. In particular, the Supplier shall identify potential difficulties or conflicts of interests among employees and report any concerns to the appropriate Civil Service Departments (Civil Service departments).

18. ACCOUNT MANAGEMENT REQUIREMENTS

- 18.1 This section describes the account management mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Contract.
- 18.2 The Supplier shall within five (5) days of signing the Contract send to the Customer's email address the name and contact details (including email address and telephone number) of the Account Manager for this Contract. The nominated Account Manager shall have a minimum of two (2) years relevant industry experience.
- 18.3 The Supplier shall also ensure that a Deputy Account Manager has been appointed and their name and contact details (including email address and telephone number) are provided to the Customer prior to any period of the Account Manager's unavailability and absence. The Supplier shall ensure that the Deputy Account Manager has the same powers, authority and discretion as the Account Manager.
- 18.4 The Supplier shall, when required, support the Civil Service Departments (Civil Service departments) in providing recommendations in relation to the Goods and Services provided, improve value for money, answering queries, dealing with complaints and technical support.
- 18.5 The Account Manager shall be security cleared to the Civil Service Departments (Civil Service departments) stated level in advance prior to the Contract commencement date. The Supplier shall provide a consistent Account Management support function across Civil Service Departments (Civil Service departments) regardless of size and scope.
- 18.6 The Supplier shall within five (5) days of signing a Service Request Order Form provide the Civil Service Departments, if required, with a named Account Manager, with the level of account management provided by the Supplier being proportionate to the size and requirements of the Civil Service Department. This shall be agreed prior to the Supplier and Civil Service Department entering into a Service Request Order Form.
- 18.7 If a change of Account Management personnel is required the Supplier shall inform the Customer and Civil Service departments) of the change at least one (1) month prior to the change taking effect. The Supplier shall ensure a suitable handover period is included in any change of personnel.

- 18.8 The Supplier shall be required to provide and maintain a dedicated customer service team, which will act as the first point of contact and focal point for all enquiries from Civil Service Department.
- 18.9 The Supplier shall be responsible for ensuring that all enquiries received from Civil Service departments are dealt with and resolved in accordance with agreed Key Performance Indicators (Service Levels Agreements).
- 18.10 The Supplier shall be required to undertake visits to individual Civil Service departments sites to discuss the operation of the Contract. The Account Manager shall hold separate Supplier Review Meetings with the Customer and the Civil Service Departments (Civil Service departments) with agenda items and the frequency of meetings to be agreed by the Customer.

19. CUSTOMER SUPPORT SERVICE REQUIREMENTS

- 19.1 This section describes the customer support service mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Contract.
- 19.2 The Supplier shall provide a free of charge dedicated helpdesk service that shall comply with the following:
- 21.2.1 Provision of a customer service helpdesk, which shall be open to answer general enquiries and shall operate as a minimum from office hours 08:30 until 17:30 Monday to Friday throughout the year excluding public holidays.
 - 21.2.2 Provision of operational support and/or emergency call numbers, which shall operational twenty four (24) hours per day, every day of the year, including public holidays.
 - 21.2.3 All calls shall be charged at no more than a standard call rate (no premium rate telephone numbers). Standard rate in the UK means calls to local and national numbers beginning, 01, 02, and 03. Excluded numbers include non-geographic numbers (e.g. 0871) and Premium Rate Services.
- 19.3 The Supplier shall ensure that all Supplier Personnel appointed to the helpdesk have the relevant skills; experience and knowledge of the services offered under the Contract and have the capability to manage Civil Service Departments (Civil Service departments) relations.
- 19.4 The Supplier shall provide support to all Civil Service Departments (Civil Service departments) queries, will include but not be limited to providing;
- Advice and support employers to claim any additional employer incentive payments (compilation, age etc.);
 - Advice on their individual requirements;
 - Plan most cost effective delivery model (agree locations of cohorts etc.); and
 - Resolve any issues.

20. COMPLAINTS HANDLING REQUIREMENTS

- 20.1 This section describes the complaints handling mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Contract.
- 20.2 The Supplier shall have a robust and auditable complaints procedure for logging, investigating, managing and escalating and resolving complaints initiated by the Civil Service Departments (Civil Service departments) and their users.
- 20.3 The supplier shall ensure its complaints procedure complies to the following;

- All complaints shall be logged and acknowledged within twenty four (24) hours of receipt;
 - All complaints shall be resolved within five (5) working days of the original complaint being made unless otherwise agreed with the Civil Service Departments;
 - All complaints shall be recorded, together with the actions and timescales taken to resolve the complaint.
- 20.4 The Supplier shall ensure that the level and nature of complaints arising and proposed corrective action that are under way or completed will be reviewed by the parties periodically, as appropriate according to the numbers of complaints arising, and in any event at intervals of not less than 1 month.
- 20.5 The Supplier shall analyse and identify any pattern of complaints and bring these to the attention of the Civil Service Departments (Civil Service departments) during supplier review meetings.
- 20.6 The Supplier shall provide the Customer with one consolidated report per month for the duration of this Contract capturing all Civil Service Departments (Civil Service departments) complaints detailed by each Civil Service Departments (Civil Service departments). These reports shall include the date the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint and any changes to the programme and lessons learnt.
- 20.7 The Supplier shall support the Customer when it meets with Civil Service Departments (Civil Service departments) in order to discuss delivery performance and address any concerns that may exist around the provision of Services and will seek feedback from them to inform the monthly performance review meetings.
- 20.8 The Customer will define any additional complaints process including escalation and reporting requirements prior to the Supplier and Civil Service Departments (Civil Service departments) entering into a Service Request Order Form Agreement.

21. FUNDING, INVOICING AND PAYMENT REQUIREMENTS

- 21.1 This section describes the funding, invoicing and payment mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Contract.
- 21.2 The Supplier shall adhere to the levy system for Apprenticeships and details of how the government funds Apprenticeship training in England from May 2017 is available at: <https://www.gov.uk/hmrc-internal-manuals/apprenticeship-levy>
- 21.3 The Supplier shall work with each Civil Service Departments (Civil Service departments) employer and shall agree a total price for all aspects of the provision, which should be set within the maximum funding band set by ESFA. This will include the costs of activity directly related to the Apprenticeships and other costs directly related to the Apprenticeships in accordance with the [Apprenticeship funding and performance-management rules for Training Providers](https://www.gov.uk/guidance/apprenticeship-funding-rules#the-latest-rules-2019-to-2020), outlined in the link below:
- <https://www.gov.uk/guidance/apprenticeship-funding-rules#the-latest-rules-2019-to-2020>

- 21.4 The Supplier shall ensure that for each Apprenticeship Standards, this shall must include the cost of the End Point Assessment (EPA) agreed with the Apprentice assessment organisation.
- 21.5 The Supplier shall make it explicitly clear if resit costs are covered in the pricing. If they are not covered, these costs must be agreed with The Civil Service Department prior to the commencement of any Apprenticeship delivery.
- 21.6 The Supplier shall adhere to the following process once the Apprenticeship training has started. Monthly payments will be automatically taken from the Civil Service departments employers account and sent to the Supplier and the Supplier shall pass funds on to the End Point Assessment organisation.
- 21.7 The Supplier shall support Civil Service departments employer's when/if they request additional services, which take the costs above the relevant funding band and this, will be negotiated in advance and agreed in writing by each employer as this will need to be paid outside of Digital Apprenticeship Service (DAS).
- 21.8 The Supplier shall be aware that when Civil Service departments employers are taking delivery of the Services. The Civil Service departments will be liable to pay the Supplier directly for any agreed additional services, which takes the costs above the relevant funding band. In addition, that no payments shall be made by Civil Service Departments (Civil Service departments) directly to sub-contractors.
- 21.9 The Supplier shall be aware that Civil Service departments shall specify which payment option(s) they will require, for any services and charges outside of the DAS through the Service Request Order Form. The Supplier's systems shall have the ability to support payment options as directed by Civil Service departments customer(s) to include Government Procurement Card (GPC), Purchase to Pay system (P2P) and manual electronic invoicing arrangements.
- 21.10 The Supplier shall interface with the Civil Service departments e-Commerce (P2P) system when required by the Civil Service departments.
- 21.11 The Supplier shall provide an alternative solution as agreed with the Civil Service departments at the Service Request Order Form were the Civil Service departments do not require a full e-Commerce (P2P) system.
- 21.12 The Supplier shall comply with Civil Service departments requirements in respect of authorisation, invoicing and payment processes and procedures specified by individual customer organisations. For example, requirements may include, but not be limited to, consolidated invoicing, invoicing by cost centre; electronic invoicing; invoicing to different levels of detail, etc.
- 21.13 The Supplier shall unless otherwise specified by the Civil Service departments, submit all invoices in arrears to individual ordering points or as instructed by the Civil Service departments. Frequency of invoicing will be agreed between the Supplier and the Civil Service Departments before commencement of service delivery.
- 21.14 The Supplier shall provide a full itemised breakdown of charges and all invoices should be clearly addressed; and refer to the service provided and charging basis.
- 21.15 The Supplier shall provide the option to use an electronic invoicing process and/or payment card at no additional charges, as invoices will be settled by individual Civil Service departments.
- 21.16 The Supplier shall pay all undisputed invoices within 30 calendar days of issue of a valid invoice.
- 21.17 The Supplier shall pay any undisputed sums, which are due from the Supplier to a Sub-Contractor within thirty (30) days from the receipt of a valid invoice.

22. MANAGEMENT INFORMATION AND DATA REPORTING REQUIREMENTS

- 22.1 This section describes the mandatory management information (MI) and data reporting mandatory requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Contract.
- 22.2 The Supplier shall provide MI and Data Reporting to the Customer and Civil Service departments free of charge.
- 22.3 The Supplier shall comply with the management information requirements.
- 22.4 The Supplier shall have appropriate management information systems in place to collect, check, manage and return monthly data to the ESFA through the Individual Learner Record (ILR) and other learner data collection as specified in the link below:
<https://www.gov.uk/government/collections/individualised-learner-record-ilr>
- 22.5 The Supplier shall provide secure and accurate weekly/monthly MI to the Customer and Civil Service departments to monitor starts, completions and progress against Apprenticeship and End Point Assessment. This must be provided on the basis of the cohort as a whole and for individual Apprentices and adhere to nationally recognised Data Protection and records and retention policies, data transfer agreements with the employer and information security requirements.
- 22.6 The Supplier shall provide to the Customer and Civil Service departments with MI, on a frequency to be agreed, which will detail the number of Apprentices assessed in week/month and by rolling total to date, highlighting any, re-sits. Further reporting MI will include, but shall not be limited to:
- Number of passes, distinctions and fails in week and by rolling total, highlighting any resits in amongst these;
 - Total numbers of Apprentices scheduled for assessment and broken down by region and Civil Service departments employer organisations, highlighting any re-sits in amongst these;
 - Number of Apprentices not yet scheduled for assessment, by region and by Civil Service departments employer organisations, highlighting any re-sits in amongst these;
 - Full details of Apprentices who have needed to reschedule their assessment (name/ organisation/ location/ employment contract end date etc.), highlighting any re-sits in amongst these;
 - Full details of any Apprentices who are unavailable for assessment at any point full within 6 weeks of the expiration of the period of their Apprenticeship;
 - Precise details of any Apprentices who fail to attend their scheduled assessment appointment.
- 22.7 The Supplier shall have the flexibility to produce for the, Customer and/or Civil Service departments any requested tailored / non-standard MI reports free of charge on a number of different levels, including but not limited to Apprentice, Civil Service departments Service recipient and scheme.
- 22.8 The Supplier shall provide the required data or information free of charge, within one working day of request by the Customer and/or the Civil Service departments. As the Customer and/or Civil Service Departments (Civil Service departments) may request data and reports on an ad hoc basis to assist with Freedom of Information (FOI) requests, Parliamentary Questions (PQs) or other committee requests.
- 22.9 The Supplier shall provide the Customer with a minimum of one case study per quarter, for the duration of this Contract, which will evidence savings, benefits and/or added value of this Contract, subject to the agreement of the relevant Civil Service departments.

- 22.10 The Supplier shall comply with the Customer and/or Civil Service departments equality and diversity data collection and monitoring requirements. The Supplier will be required to provide such data and information if applicable and as specified in the Service Request Order Form.
- 22.11 Supplier shall work with the Customer to provide management information and evaluation data in a format consistent with other learning and development provided through the Customer and meets with their requirements for Civil Service Departments. The Supplier shall agree to adopt the MI template set out in Attachment 7 MI Template, which is supplied by Civil Service departments and return them on the agreed timescales, unless an exemption is agreed by the Civil Service Departments at least 48 hours before expected return date.
- 22.12 The Supplier shall provide the data on a monthly basis to enable the Customer to share it with their other suppliers for the purpose collating into a consolidated report for dissemination to each department.
- 22.13 The Supplier shall accept that the Customer anticipate a data sharing agreement being in place that specifies how their other suppliers would be able to use the data and who would have access to it for the purpose of collating and disseminating the information contained.

Annex 1: Civil Service Departments

Organisation	2020-21 Head-count	2020-21 Status	Expert Services Contribution Group
Attorney General's departments			
Attorney General's Office	50	Ministerial Department	GLD
Crown Prosecution Service Inspectorate	20	Non-Ministerial Department	GLD
Government Legal Department	2,360	Executive Agency	GLD
Crown Prosecution Service	6,070	Non-Ministerial Department	CPS
Serious Fraud Office	470	Non-Ministerial Department	SFO
Business, Energy and Industrial Strategy			
Advisory Conciliation and Arbitration Service	950	Crown NDPB	BEIS
Business, Energy and Industrial Strategy	4,410	Ministerial Department	BEIS
British Business Bank	75	Executive NDPB	BEIS
Committee on Climate Change	36	Advisory NDPB	BEIS
Companies House	1,030	Executive Agency	BEIS
Competition & Markets Authority	840	Non-Ministerial Department	BEIS
Financial Reporting Council	185		BEIS
HM Land Registry	5,690		BEIS
UK Research and Innovation	600	Executive NDPB	BEIS
Insolvency Service	1,640	Executive Agency	BEIS
Low Carbon Contracts Company	70	NDPB	BEIS
Nuclear Decommissioning Authority	208	NDPB	BEIS
Office of Gas and Electricity Market	1,080	Non-Ministerial Department	BEIS
UK Intellectual Property Office	1,310	Public Non-Financial Corporation	BEIS
UK Space Agency	240	Executive Agency	BEIS
Cabinet Office			
Cabinet Office (excluding agencies)	7,330	Ministerial Department	CO
Crown Commercial Services	640	Executive Agency	CO
Department for Exiting the European Union	600	Ministerial Department	CO
Equality and Human Rights Commission	189		CO
Local Government Boundary Commission for Wales	23	NDPB	CO
Government Property Agency	150		CO
Government in Parliament	100	Part of Main Department	CO
Ministry of Housing, Communities and Local Government			
Department for Communities and Local Government (excl agencies)	2,290	Ministerial Department	MHCLG
Planning Inspectorate	810	Executive Agency	MHCLG
Queen Elizabeth II Conference Centre	50	Executive Agency	MHCLG
Homes England	869	NDPB	MHCLG
Regulator of Social Housing	150	NDPB	MHCLG
Leasehold Advisory Service	22	NDPB	MHCLG
Digital, Culture, Media and Sport			
Department for Culture Media and Sport (excluding agencies)	1,260	Ministerial Department	DCMS
Sports Grounds Safety Authority	18	NDPB	DCMS
Arts Council England	500	NDPB	DCMS
Gambling Commission	322	Executive NDPB	DCMS
Information Commissioners Office	750	Executive NDPB	DCMS
Defence			
Ministry of Defence (excluding trading funds)	38,450	Ministerial Department	MOD
Defence Equipment and Support	10,790		MOD

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Defence Science and Technology Laboratory	4,410	Executive Agency	MOD
Defence Electronics and Components Agency	430	Executive Agency	MOD
UK Hydrographic Office	830	Exec non-departmental public body	MOD
Department for Education			
Department for Education (excluding agencies)	5,020	Ministerial department	DFE
Education and Skills Funding Agency	1,750	Executive Agency	DFE
National College for Teaching and Leadership	390		DFE
Standards & Testing Agency	140		DFE
Office for Students	395	TBC - not listed on ONS yet	DFE
Institute for Apprenticeships and Technical Education	170		DFE
Environment, Food and Rural Affairs			
Department for Environment Food and Rural Affairs (excluding agencies)	4,950	Ministerial Department	DEFRA
Animal and Plant Health Agency	2,460	Executive Agency	DEFRA
Centre for Environment Fisheries and Aquaculture Science	650	Executive Agency	DEFRA
UK Co-ordinating Body	10	Executive Agency	DEFRA
Rural Payments Agency	2,020	Executive Agency	DEFRA
Veterinary Medicines Directorate	150	Executive Agency	DEFRA
Consumer Council for Water	73	Executive NDPB	DEFRA
Joint Nature Conservation Committee	227	Executive NDPB	DEFRA
Marine Management Organisation	355	NDPB	DEFRA
National Forest Company	27	Executive NDPB	DEFRA
Natural England	1,919	Executive NDPB	DEFRA
Royal Botanic Gardens, Kew	879	Executive NDPB	DEFRA
ESTYN			
Office of Her Majesty's Chief Inspector of Education and Training in Wales (Estyn)	120	Non-Ministerial Department	ESTYN
Food Standards Agency			
Food Standards Agency	1,270	Non-Ministerial Department	FSA
Foreign and Commonwealth Office			
Foreign and Commonwealth Office (excluding agencies)	5,330	Ministerial Departments	FCO
FCO Services	1,060	Executive Agency	FCO
Locally Engaged staff	8,178	Ministerial Departments	FCO
Overseas Territories	300		FCO
Wilton Park Executive Agency	90	Executive Agency	FCO
Great Britain - China Centre (GBCC)	10	NDPB	FCO
Forestry Commission			
Forestry England	1,068	Non-Ministerial Department	FC
Forest Services & Commissioners Office	258	Non-Ministerial Department	FC
Forest Research	253	Non-Ministerial Department	FC
Health and Social Care			
Department of Health (excluding agencies)	1,740	Ministerial Department	DH
Medicines and Healthcare Products Regulatory Agency	1,250	Executive Agency	DH
Public Health England	5,550	Executive Agency	DH
Human Tissue Authority	48	Executive NDPB	DH
Human Fertilisation and Embryology Authority	63	NDPB	DH
NHS Digital	2,891	NDPB	DH

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HM Revenue and Customs			
HM Revenue and Customs (excluding agencies)	64,870	Non-Ministerial Department	HMRC
Valuation Office	3,510	Executive Agency	HMRC
HM Treasury			
HM Treasury (excluding agencies)	1,590	Ministerial Department	HMT
Government Internal Audit Agency	450	Executive Agency	HMT
National Infrastructure Commission	40	Executive Agency	HMT
Office for Budget Responsibility	40	Executive Agency	HMT
UK Government Investments	100		HMT
UK Debt Management Office	110	Crown NDPB	HMT
Chancellor's other departments			
National Savings and Investments	190	Non-Ministerial Department and Executive Agency	NS&I
Government Actuary's Department	210	Non-Ministerial Department	GAD
Home Office			
Home Office (excluding agencies)	34,210	Ministerial Department	HO
Disclosure and Barring Service	1,216	NDPB	HO
Gangmasters and Labour Abuse Authority	126	NDPB	HO
Office of the Immigration Services Commissioner (OISC)	55	Executive NDPB	HO
College of Policing	664	NDPB	HO
Independent Office for Police Conduct	1,030	NDPB	HO
Security Industry Authority	243	NDPB	HO
International Development			
Department for International Development	2,730	Ministerial Department	DFID
International Trade			
Department for International Trade	2,160	Ministerial Department	DIT
Trade Remedies Authority	150	Ministerial Department	DIT
Justice			
Ministry of Justice (excluding agencies)	4,490	Ministerial Department	MOJ
Her Majesty's Courts and Tribunals Service	15,750	Executive Agency	MOJ
Her Majesty's Prison and Probation Service	52,720	Executive Agency	MOJ
Legal Aid Agency	1,190	Executive Agency	MOJ
The Office of the Public Guardian	1,500	Executive Agency	MOJ
Criminal Cases Review Commission	82	Executive NDPB	MOJ
Criminal Injuries Compensation Authority	310	Executive Agency	MOJ
Family Justice Council	1	NDPB	MOJ
Independent Advisory Council on Deaths in Custody	3	NDPB	MOJ
Independent Monitoring Boards	13	NDPB	MOJ
Judicial Appointments and Conduct Ombudsman	7	NDPB	MOJ
Judicial Appointments Commission	64	Executive NDPB	MOJ
Judicial Office of England and Wales	87	NDPB	MOJ
Law Commission	47	Advisory NDPB	MOJ
The Legal Ombudsman	244	NDPB	MOJ
Legal Services Board	34	Executive NDPB	MOJ
Judicial Conduct Investigations Office	11	NDPB	MOJ
Office for the Accountant General	10	Directorate - staff included in MoJ HQ No.	MOJ
Official Solicitor	212	NDPB	MOJ
Parole Board	251	Executive NDPB	MOJ
Prisons and Probation Ombudsman	115	NDPB	MOJ
Government Facility Services Limited	400	NDPB	MOJ

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Youth Justice Board for England and Wales	92	Executive NDPB	MOJ
National Crime Agency			
National Crime Agency	4,480	Non-Ministerial Department	NCA
The National Archives			
National Archives	530	Non-Ministerial Department	TNA
Northern Ireland Office			
Northern Ireland Office	160	Ministerial Department	NIO
Office for Nuclear Regulation			
Office for Nuclear Regulation	519	Public non-financial corporation	ONR
Office of Qualifications and Examinations Regulation			
Office of Qualifications and Examinations Regulator (Ofqual)	230	Non-Ministerial Department	OFQUAL
Office for Standards in Education			
Office for Standards in Education	1,730	Non-Ministerial Department	OFSTED
OFWAT			
OFWAT	260	Non-Ministerial Department	OFWAT
Office of Rail and Road			
Office of Rail and Road	320	Non-Ministerial Department	ORR
Scotland Office			
Scotland Office (incl. Office of the Advocate General for Scotland)	130	Ministerial Department	SO
Security Community (GCHQ)			
Security Community (GCHQ)	6,000	Non-Ministerial Department	Security Community (GCHQ)
Transport			
Department for Transport (excluding agencies)	2,920	Ministerial Department	DFT
Driver and Vehicle Licensing Agency	6,200	Executive Agency	DFT
Driver and Vehicle Standards Agency	4,740	Executive Agency	DFT
Maritime and Coastguard Agency	1,130	Executive Agency	DFT
Vehicle Certification Agency	220	Trading Fund	DFT
High Speed 2 Ltd	1,400	NDPB	DFT
Northern Lighthouse Board	199	NDPB	DFT
Transport Focus	47	NDPB	DFT
UK Export Finance			
UK Export Finance	340	Ministerial Department	UKEF
UK Statistics Authority			
UK Statistics Authority	4,740	Non-Ministerial Department	UKSA
Wales Office			
Wales Office	50	Ministerial Department	WO

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Work and Pensions			
Department for Work and Pensions	78,180	Ministerial Department	DWP
Health and Safety Executive	2,460	Crown NDPB	DWP
National Employment Savings Trust Corporation	240	NDPB	DWP
Office of the Pensions Ombudsman	72	NDPB	DWP
Money and Pensions Service (MaPS)	87	NDPB	DWP
The Pensions Regulator	675	NDPB	DWP
Scottish Government			
Scottish Government (excluding agencies)	7,130	Devolved Administration	SG
Accountant in Bankruptcy	130	Devolved Administration	SG
Crown Office and Procurator Fiscal	1,930	Devolved Administration	SG
Disclosure Scotland	310	Devolved Administration	SG
Education Scotland	330	Devolved Administration	SG
Food Standards Scotland	220	Devolved Administration	SG
Forestry and Land Scotland	950	Devolved Administration	SG
National Records of Scotland	420	Devolved Administration	SG
Office of the Scottish Charity Regulator	50	Devolved Administration	SG
Registers of Scotland	1,110	Devolved Administration	SG
Revenue Scotland	70	Non-Ministerial Department	SG
Scottish Courts and Tribunals Service	1,790	Non-Ministerial Department	SG
Scottish Fiscal Commission	20	Devolved Administration	SG
Scottish Forestry	180	Devolved Administration	SG
Scottish Housing Regulator	50	Devolved Administration	SG
Scottish Prison Service	4,370	Devolved Administration	SG
Scottish Public Pensions Agency	300	Devolved Administration	SG
Social Security Scotland	560	Devolved Administration	SG
Student Awards Agency for Scotland	240	Devolved Administration	SG
Transport Scotland	480	Devolved Administration	SG
Scottish Enterprise	1,134	Devolved Administration	SG
The Crofting Commission	50	Devolved Administration	SG
South of Scotland Enterprise	180	Devolved Administration	SG
Water Industry Commission for Scotland	23	Devolved Administration	SG
Welsh Government			
Welsh Revenue Authority	70	Devolved Administration	WG
Higher Education Funding Council for Wales	44	Devolved Administration	WG
Qualifications Wales	77	Devolved Administration	WG
Welsh Government	5,570	Devolved Administration	WG
Parliamentary Bodies			
House of Lords Administration	630	Parliamentary Body	HOL
Independent Parliamentary Standards Authority	71	Parliamentary Body	IPSA
National Audit Office	785	Parliamentary Body	NAO
Total	488,041		

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